

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

PATENTS

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Patent Application of : Kraig J. Kasler, et al.  
For : SALES CALL WIZARD  
Serial No. : 09/938,938  
Filing Date : August 24, 2001  
Art Unit : 2163  
Attorney Docket No. : LD-11618 (GEC 2 0555)

Cleveland, Ohio 44114-2518  
January 22, 2002

**STATEMENT REGARDING USPS MAIL DELAYS**

Assistant Commissioner for Patents  
Washington, D. C. 20231

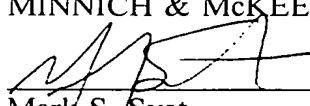
Dear Sir:

The enclosed documents, "Response to Notice to File Corrected Application Papers and Submission of Formal Drawings," and formal drawings, including Figures 1, 2, 3A, 3B and 4-20 (a duplicate copy of the drawings is also attached hereto), were mailed to the USPTO on the date of the certificate of mailing, i.e. December 3, 2001. For reasons unknown to us, these documents were returned to our offices on January 22, 2002.

Pursuant to the OG Notice entitled "Processing of, and Requirements for, the Filing of Duplicate Applications and Papers in Patent Applications in view of USPS Mail Delays," Section II.B., Applicants respectfully request that the USPTO accept the enclosed originals of the previously mailed documents with signed and dated Certificate of Mailing as having been timely filed.

Respectfully submitted,  
FAY, SHARPE, FAGAN,  
MINNICH & McKEE, LLP

Date: 01/22/02

  
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**CERTIFICATE OF MAILING**

I hereby certify that this STATEMENT REGARDING USPS MAIL DELAYS in connection with the above identified U.S. Patent Application is being deposited with the United States Postal Service and is addressed to the Assistant Commissioner for Patents, Washington; D.C.-20231, on January 22, 2002.

Karen M. Forsyth